Department of Children & Youth

Complaint Inspection Summary Report

All licensed early care and education programs are inspected at least once each year. Non-compliances are documented and grouped by risk level. Documenting statements, technical assistance provided and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the Department of Children & Youth website at https://childcaresearch.ohio.gov/ . This includes complaint investigation reports with substantiated allegations. For any other early care and education records, please contact the Family and Customer Support Center at 1-844-234-5437.

Program Details		
Program Name Creative Kidz Connection LLC	Program Number 2240031145	Program Type Child Care Center
Address 762 Eastland Akron OH 44305		County SUMMIT

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 08/04/2026	Begin Time 12:20 PM	End Time 12:45 PM	Reviewer: SHELLY WILLIAMS

Summary of Findings			
No. Requirements Verified 3	No. Requirements with Non-compliances 3		No. Requirements Compliant 0
No. Serious Risk 0	No. Moderate Risk Findings 2	No. Other Non-compliance Findings 1	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Infants	0 to < 12 months	1 to 6		
PS/PK	3 years to < 4 years	1 to 13		
SA	School-Age to < 11 years	1 to 6		

Department of Children & Youth

Complaint Allegations

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review. The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Domain: 01 Ratio & Supervision

Rule: 5180:2-13-19 Child Guidance
Code: The program is required to refrain from using prohibited discipline techniques.

Allegation: Child care staff members used a nickname of a child which could be considered offensive or derogatory to the child or family.

Determination: Substantiated

Findings: During the inspection, it was determined that a Child Care Staff Member used a discipline technique to guide or discipline child(ren) that was not developmentally appropriate, consistent, or occurred at the time of the incident. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 09/06/2026

Summary of Non-Compliances

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review. The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Serious Risk Non-Compliances

A serious risk non-compliance is a licensing rule violation that has the potential to lead to a great risk of harm to a child and is observable and/or based on facts.

No serious risk non-compliances were observed during this inspection

Moderate Risk Non-Compliances

A moderate risk non-compliance is a licensing rule violation that has the potential to lead to an increased risk of harm to a child and is observable and/or based on facts.

Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-18 Ratio
Requirement: The program is required to maintain the appropriate staff to child ratio for each group served.
Finding: During the inspection, required staff/child ratios were not maintained for different groups on multiple occasions, as noted below:

The ratio determined for the Infant group was 1 Child Care Staff Member(s) for 6 children when an infant teacher left the room. Additionally, a ratio of 1 Child Care Staff Member(s) for 13 children was determined for the preschool/Pre-K group with three-year-old aged children in attendance.

Additional staff members must be hired or current Child Care Staff Members must be rescheduled to maintain compliance. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/06/2026

A moderate risk non-compliance is a licensing rule violation that has the potential to lead to an increased risk of harm to a child and is observable and/or based on facts.

Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-19 Supervision
Requirement: The program staff is required to supervise children in their assigned group by sight and hearing. Supervision includes being near enough to respond and reach children immediately and protecting them from harm.
Finding: During the inspection, it was determined that children were left unattended while inside the program. The following was observed: an infant left the classroom through an open 2nd door and was unattended in the hallway.

Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/06/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
No other non-compliances were observed during this inspection